

WISP EXIT Questions

(1) Reason for Leaving

The Reasons for Leaving at Exit describe why the client left the program.

Options include: ending the program, termination from the program, and other.

Ending the Program	Explanation	Example
Completed Program	The client no longer requires supportive services, rental subsidy, or additional assistance provided by the program to maintain housing stability.	Sally is a single mom who has been enrolled in a Transitional Housing program for 14 months. She has secured consistent income, enrolled in mainstream benefits, and found an apartment she can maintain on her own. She has learned the skills, gained the resources, and has the supports necessary to have housing stability.
Left for housing opportunity before completing program	The client chose to leave the program prior to completion because of another housing opportunity. The client's housing stability is not guaranteed because the client did not complete the necessary steps/goals to complete the program. This selection does not indicate the reason why the client chose to leave.	John is a single male who has been enrolled in a Transitional Housing program for 3 months. He has come to the top of the Section 8 Choice Voucher program and has decided that even though he hasn't obtained consistent income to ensure housing stability he is going to leave the program and go on Section 8.
Disagreement with rules/persons	The client chose to leave the program because he/she disagreed with rules or person(s) – in the household or at the agency/facility. This does not mean they were terminated from the program, but that they made a decision to leave based on a disagreement, not a different housing option.	Beth and Mark, a couple with children, became homeless because of a fire. They were in shelter and enrolled in a Rapid Re-housing program. They got help with a security deposit and were going to get help for three months of rent while they got stable. Mark decided he did not want to follow the case management component of the Rapid Re-housing program so he moved out of the unit.
Reached Maximum Time Allowed	The client's program ended because of time – determined by a grant or agency policy, not because he/she completed the program and is housing stable; not because they chose to leave for another housing option.	Sam is a single female who was enrolled in the Rapid Re-housing program. The agency she is working with made the policy decision to provide security deposit and two months of rental assistance to their clients. Sam moved into a unit from shelter, got the security deposit, and two months of assistance.

		However, she has not secured consistent income in which to ensure she will be housing stable. She has not gained the resources necessary to ensure success. Her program ends, not because she completed it, but because that was the parameter of the program.
Needs could not be met	The client's program ended because the client's needs were beyond the parameters of the current program. The client needed more services and/or assistance than what the program could provide.	Jose is a single male with chronic mental health issues. He has been in shelter for 4 days. On the fifth day, he checks himself into the psychiatric facility at the local hospital to help get stable.

Termination from Program	Explanation	Example
Criminal Activity/Violence	The client was terminated from a program because of criminal activity or violence that occurred while on the program.	Marcus's stay at the Emergency Shelter was terminated because he hit another resident.
Non-compliance with program	The client was terminated from a program because he/she was not in compliance with the rules and/or parameters agreed upon at program entry.	Amber's Transitional Housing Program was terminated because she refused to meet with her case manager, provide income verification, and had multiple lease violations.
Non-payment of rent	The client was terminated from a program because he/she did not pay their rent.	Sean's TBRA (tenant based rental assistance program) was terminated because he failed to pay his portion of the rent while on the program.

Other	Explanation	Example
Death	The client died while in the program.	Levi died while on the program.
Other	The client ended the program for a reason not previously listed. If this option is selected, a description of the destination must be entered in the text box provided.	Christina was enrolled in a Permanent Supportive Housing Program for single women. She got married while in the program and her husband moved in to her unit.
Unknown/Disappeared	The client left the program without informing anyone as to why they were leaving and he/she was unable to be reached to determine the reason.	Phillip and his family left the Emergency Shelter in the middle of the night and did not say where they were going and left no other way to contact them.

(2) Destination

The Exit Destinations describes where the client will be staying after they leave the program.

Destination options include: Permanent, Temporary, Institutional, and Other.

WISP Permanent Destination	Explanation
Owned by client, no housing subsidy	The unit the client is living in is owned by him/her and has no ongoing housing subsidy attached to it.
Owned by client, with housing subsidy	The unit the client is living in is owned by him/her and has an ongoing housing subsidy (such as mortgage payment support) attached to it.
Rental by client, no housing subsidy	The unit the client is renting is not supported by any government or private subsidy.
Rental by client, VASH subsidy	The unit the client is renting is being supported by a HUD-VASH (Veterans Affairs Supportive Housing) subsidy.
Rental by client, other (non-VASH) housing subsidy	The unit the client is renting is being supported by a subsidy. The subsidy could be government or private. It could be site-based or voucher. Examples include Section 8 Choice Voucher, TBRA, public housing.
Permanent supportive housing for formerly homeless persons (such as: SHP, S+C, or SRO Mod Rehab)	The unit the client is renting is being subsidized by a homeless funding source. This could be a scattered-site or site-based supportive housing where the rental subsidy is from a Shelter Plus Care Program, Supportive Housing Program, or a local source of subsidy restricted strictly for people experiencing homelessness.
Staying or living with family, permanent tenure	The client has moved into a room, apartment, or house occupied by a family member and is intending on living there. Use “permanent” if the client has NOT been given a specific time limit in which he/she needs to leave or if exit destination is short-term but leads to a permanent destination such as doubled up for two weeks until an apartment is ready.
Staying or living with friends, permanent tenure	The client has moved into a room, apartment, or house occupied by a friend and is intending on living there. Use “permanent” if the client has NOT been given a specific time limit in which he/she needs to leave or if exit destination is short-term but leads to a permanent destination, such as doubled up for two weeks until an apartment is ready; go to college; or join the military.

WISP Temporary Destination	Explanation
Emergency Shelter, including hotel or motel paid for with emergency shelter voucher	The client has exited to an Emergency Shelter. This includes a hotel or motel paid for with an emergency shelter voucher, a domestic violence shelter, a seasonal shelter, or a mission.
Transitional housing for homeless (including homeless youth)	The client has exited to a Transitional Housing program for the homeless (including youth transitional housing programs).

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Staying or living with family, temporary tenure	The client has exited to a room, apartment, or house occupied by a family member and is intending on staying there for only a short time. Use “temporary” if client is given a time limit in which he/she needs to leave or if the case manager has knowledge that the destination is meant to be very short term and/or is lacking stability – such as overcrowding.
Staying or living with friends, temporary tenure	The client has exited to a room, apartment, or house occupied by a friend and is intending on staying there for only a short time. Use “temporary” if client is given a time limit in which he/she needs to leave or if the case manager has knowledge that the destination is meant to be very short term and/or is lacking stability – such as overcrowding.
Hotel or motel paid without emergency shelter voucher	The client has exited to a hotel or motel and is paying for it themselves (no voucher).
Safe Haven	A HUD-specific program for those who are unwilling or unable to participate in supportive services. Must be formally designated as a Safe Haven.
Place not meant for human habitation	The client has gone to sleep in the street or any place not meant for human habitation. This can include a vehicle, storage facility, abandoned building, bus or train station, campsite, parking garage, or any place outside.

WISP Institutional Destination	Explanation
Foster care home or group home	The client has exited to an adult or child foster care home or a foster care group home.
Psychiatric hospital or other psychiatric facility	The client has exited to a psychiatric facility, a psychiatric hospital, or a psychiatric unit of a local hospital.
Substance abuse treatment facility or detox center	The client has exited to a substance abuse treatment program, a detox program, or a substance abuse residential facility.
Hospital (non-psychiatric)	The client has exited to a hospital for any reason other than psychiatric. Includes any residential care involving a medical need such as hospital, nursing home, or rehabilitation center.
Jail, prison, or juvenile detention facility	The client has been arrested and is residing in a local jail, prison (state or federal), or juvenile detention facility.

WISP Other Destination	Explanation
Deceased	The client died while in the program.
Other	Some place other than what is able to be recorded in any of the other fields listed.
Don't Know	The client exited the program without telling the program staff/case manager where he/she was going.
Refused	The client exited the program and refused to tell program staff/case manager where he/she was going.